



US Army Corps
of Engineers
Huntsville Center

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Operation and Maintenance Engineering Enhancement

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Background

The U.S. Army Engineering and Support Center, Huntsville, under its Operation and Maintenance Engineering Enhancement (OMEE) Program, has developed a simplified process to respond to the growing operation and maintenance (O&M) needs of military medical and non-medical facilities.

The OMEE Program uses streamlined processes that provide low-cost, quick response contracts for the operation, preventive maintenance, repair and replacement of equipment and other facility support, such as custodial and grounds maintenance, to military installations. The customer identifies user requirements, Huntsville Center prepares a task order scope of work based on these requirements, and the contractor defines the work in a Facility Operations Maintenance Plan (FOMP). The FOMP, which results in savings of both time and dollars, is the key to the success of this process.

These contracts can provide scheduled maintenance, corrective maintenance, pest management, janitorial services, grounds maintenance, biomedical equipment maintenance and repair/replacement services in support of medical or non-medical facilities. The vehicle for this simplified and streamlined process is the Indefinite Delivery/Indefinite Quantity (IDIQ) service contracts. The IDIQ contracts used for O&M services are best value, multiple-award contracts that utilize time-and-materials or firm-fixed price task orders. Through these flexible contracts, task orders are issued directly to the contractor to provide a full array of O&M services.

Any government agency, upon approval of the OMEE Program Manager, can place an order against these contracts for O&M services

at their medical facilities. The availability of a wide range of O&M services in these basic contracts allows the OMEE Program and its customers to practice “one stop” shopping, thereby achieving efficiency, cost savings and reduced requirement for government management.

Process Description

The simplified OMEE support process incorporates methods typically used in the private sector while still meeting the legal requirements of Federal Acquisition Regulations (FAR). The basic IDIQ contract was established to award any particular step on a time and materials or firm-fixed price basis, depending upon the urgency or the ability to define the scope of each facility O&M requirement. The primary contract goal is to use firm-fixed price task orders as much as possible with an additional time/materials funding line item to cover on-site contingencies (corrective maintenance) inherent in O&M services for facilities.

Step 1: Concept Development and Project Definition

The government (customer) prepares a brief description or service requirement for the facilities/projects. This description may be general such as “operate and maintain the facility” or it may be detailed with very specific tasks and frequencies such as in a Performance Work Statement (PWS). The contractor is tasked to perform a site visit and develop a detailed cost proposal. Concurrently, the government prepares an independent government estimate or performs a cost analysis of the contractor’s proposal, depending upon the complexity of the work or the urgency of the award. After the cost of the effort is

negotiated, the contractor is issued a notice to proceed with performance for the specified period of time not to exceed one year. O&M services can be awarded for 12-month periods with renewable yearly options.

Step 2: Detailed Facility O&M Plan (FOMP) and Price Proposal

After award, the scope of work will require the contractor to prepare a FOMP, Quality Control Plan and Site Specific Safety Plan. The FOMP defines the facility systems/equipment to be operated and maintained, the level and standards, the detailed methodology, staffing per shift, labor categories required, process for responding to contingencies and preventive maintenance standards for performing the O&M services/work. The level of detail in the FOMP will vary, depending upon the complexity of the facility and services required. If the customer already has a detailed description of work, this step can be eliminated or greatly simplified. The FOMP is reviewed and approved by the government for technical adequacy.

Step 3: Execution

After issuing the notice to proceed, there is typically a post award conference with all program participants. The contractor then proceeds with the execution of work defined in the approved FOMP. In addition the government provides an on-site Contracting Officer's Representative to authorize unscheduled work and a Quality Assurance Officer to ensure quality standards are adhered to.

Process Performance Results

The jointly developed FOMP reduces the potential for misunderstandings and contractor claims. The FOMP is performance oriented (instead of the detailed descriptive statement of work) which results in enhanced efficiency, cost savings, and clear work requirements for the contractor and government. The government and contractor work as a team that results in superior performance. The per square foot cost of services compare favorably with the unit costs documented in private sector medical

facilities, but allows more customer satisfaction because of the FOMP being developed jointly (government and contractor) and low bids not being the only selection/award factor. Since numerous contractors are available to provide these services, the selected contractor has a vested interest to provide superior services that will ensure repeat task orders in the following years.

Documented benefits of the OMEE program are:

- Improved patient comfort and care along with a better working environment for the health care providers.
- Reduction of time and cost required from the original service request and on-site O&M execution.
- Easier compliance with Joint Council on Accreditation of Healthcare Organizations, Occupational Safety and Health Administration, Environmental Protection Agency, and National Fire Protection Association standards along with a reduction in the number of life-safety violations.
- Increased reliability of systems, equipment and components; improved long range planning; and documented O&M budgets for programming purposes.
- The per square foot cost of services compare favorably with private sector O&M services, but allows more customer satisfaction due to the FOMP being developed jointly (government and contractor).
- The in-place Service Order Process allows for a quicker, lower cost response to unscheduled maintenance elements of the work.

To date, the OMEE Program's use of these task order contracts and this process has been very successful. Many projects have begun within a matter of weeks rather than requiring several months for startup. Also, the contractor's participation in the development of the scope of services to be performed allows for a close partnership, increased efficiency and overall cost savings. The concept of "flexibility" underlies every aspect of the OMEE Program's innovative methodology in contracting for and providing operation and maintenance services. Whether it is one-stop shopping, improved responsiveness, increased partnering, or the contract's yearly "option to renew," the enhanced customer service is an integral part of the OMEE process.